

Policy : Working alone –Meals on Wheels

Definition : A person is working alone when they are on their own without another volunteer or CDSS staff person with them when delivering Meals on Wheels.

Purpose

This policy is intended to support volunteers in their work with Camrose Meals on Wheels and to help enhance their safety.

Rationale

There are a wide variety of instances when delivering Meals on Wheels that may make the situation unsafe.

Policy

- 1. There must be two volunteers delivering the meal to the client's door, and when entering the client's home.**
2. The meal may be handed to the client at the door or taken into the home, or other instructions may be printed on the delivery sheet.
3. Specific instructions may be given by the Meals on Wheels office regarding delivery.
4. It is required that all volunteers undergo the Meals on Wheels application process and Criminal Record check.

Procedure/ Safety plan

The intention of this safety plan is not to cause alarm or fear, but to help you think carefully about real situations you could face. Preventative action will help you avoid many uncomfortable situations. Trust your common sense. If you find yourself in an uncomfortable situation follow the first two guiding principles.

- 1 If you are unsure in any way about your safety, remove yourself immediately from the situation. Your safety is the first priority.**
- 2. Refuse to serve people who present themselves in a disruptive or inappropriate manner, leave and do not return.**
- 3 If at all possible keep a cellular phone with you.
- 4 Park your vehicle on the street, if there is a driveway it is not necessary to park in it.

- 5 Keep your cars keys with you.
- 6 Do not take your purse or any other unnecessary items into the home with you.
- 7 Do not enter a home or yard where there is a threatening animal. Stay in the vehicle and use the horn to get the residents attention. If the resident does not come out, do not deliver the meal. If you are at the door and you can see or hear the animal, request that the pet be removed or confined to another room before you enter.
- 8 Never attempt to deliver a meal to client who is inappropriately dressed, who may be under the influence of alcohol or drugs or who is using offensive language.
9. Meals on Wheels Coordinators will leave the names and phone numbers of all volunteers (for weekly deliveries) as well as which route they are delivering, with the Program Director prior to the first delivery on Mondays.
10. Any unusual situations involving delivery **must** be reported to the Program Director as soon as possible. – 780 672 0141

Approved : November 17 2011